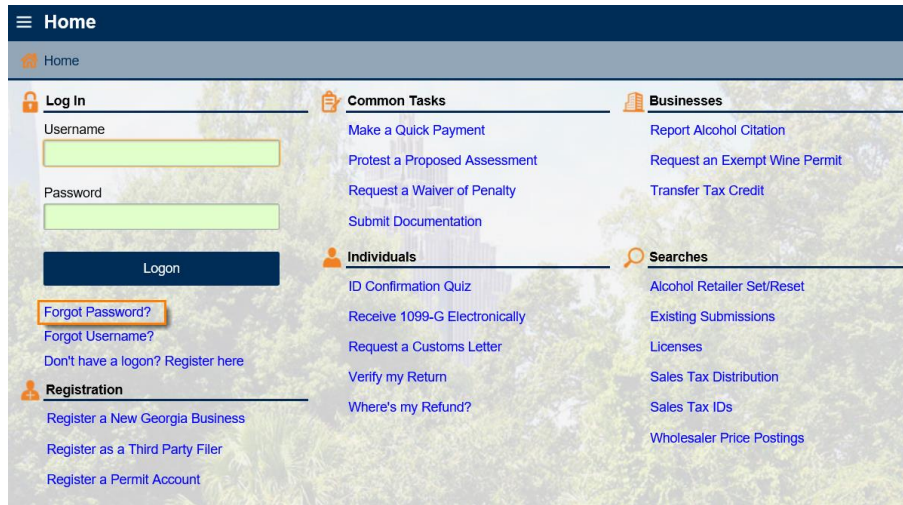


The following documentation provides information on how to reset your password on GTC.

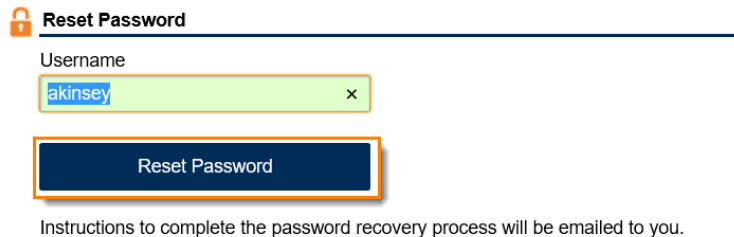
### How to Reset your Password

1. Go to the GTC website (<https://gtc.dor.ga.gov>).
2. Click the **Forgot Password?** hyperlink.



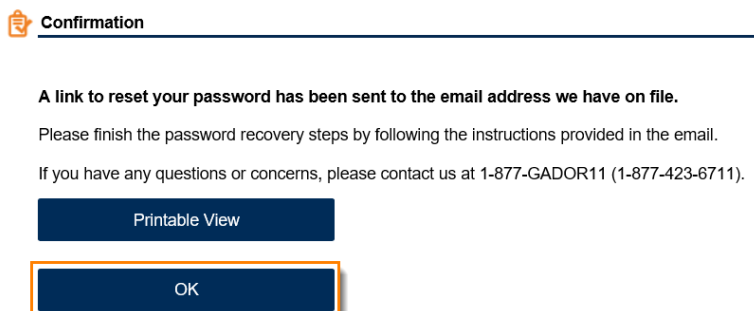
The screenshot shows the GTC Home page with a navigation menu on the left. The 'Forgot Password?' link is highlighted with an orange box. Other links include 'Log In', 'Registration', 'Common Tasks', 'Businesses', 'Individuals', and 'Searches'.

3. Input your GTC username then click the Reset Password button.



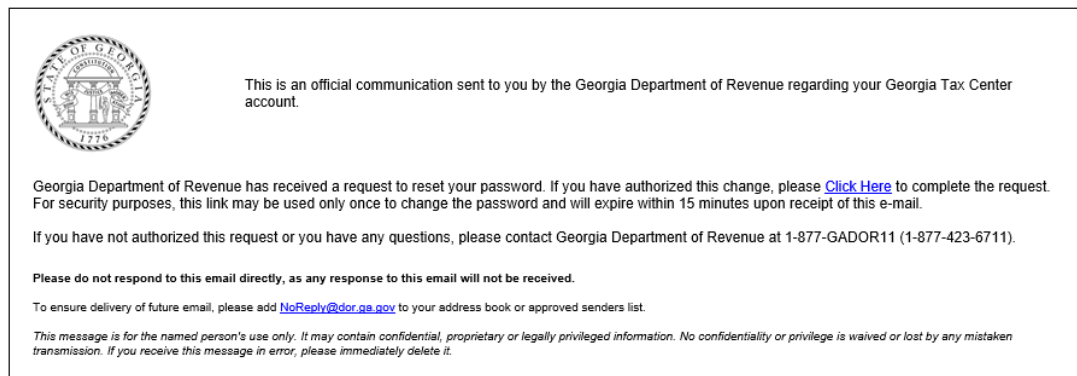
The screenshot shows the 'Reset Password' form. The 'Username' field contains the text 'akinsey'. Below the field is a blue button labeled 'Reset Password', which is highlighted with an orange box. Below the button, a message states: 'Instructions to complete the password recovery process will be emailed to you.'

4. You will receive a confirmation box. Click OK.



The screenshot shows a 'Confirmation' box. It contains the following text: 'A link to reset your password has been sent to the email address we have on file. Please finish the password recovery steps by following the instructions provided in the email. If you have any questions or concerns, please contact us at 1-877-GADOR11 (1-877-423-6711).' Below the text are two buttons: 'Printable View' and 'OK'. The 'OK' button is highlighted with an orange box.


- You will receive an email with a link to complete your request.



- Enter the answer to your secret question. If the answer does not match the answer we have on record, you will receive an error message. Click the **Next** button.

1. Answer Secret Question
2. Create New Password

### Answer Secret Question

 **Reset Password**

Enter the answer to your secret question to continue the password reset process.

In what city or town did you meet your spouse/significant other?

Cancel
Previous
Next

- Enter and confirm your new password. Click the **Submit** button

1. Answer Secret Question
2. Create New Password

### Create New Password

 **Reset Password**

New Password
Confirm Password

**Password Rules**

- Passwords cannot be reused
- Minimum 8 characters
- Passwords must contain both letters and numbers
- Passwords must contain both uppercase and lowercase letters
- Passwords must contain special characters

Cancel
Previous
Submit

8. The following message will appear. Click the **OK** button. The GTC logon page will appear for you to use the new password to log into your account.

